Fiscal Year 2002 Performance Measures Survey Results

Summary of Findings

- 17 percent response rate (53 of 321).

- Responses very positive, averaging 3.46 to 4.45 on a scale of 1-5.

- Higher level of satisfaction for current services than for new services.

Summary of Findings, continued

- Individual comments covered a wide range of services, with clusters around:
  - Excellent service provided by the Helpdesk.
  - Need for improvement in remote access.
  - Need for increased information technology budget.
  - Requests and comments related to the loaner pool.

Next Steps

- Review results with IM Board.

- Follow up as appropriate on individual comments and concerns and those centered around selected service areas such as the helpdesk, loaner pool, and remote access.

Survey Results Averages

Based on the following scale:

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

| Questions/Service Rated	Average Satisfaction Rating
Current Services	
Overall quality of services provided by SC-40	4.36 (87 percent; 86 percent in fiscal year 2001)
Responsiveness of SC-40 in fulfilling requests, answering questions, and fixing IT related problems.	4.45

Survey Results Averages

Based on the following scale:

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

| Questions/Service Rated	Average Satisfaction Rating
New Services	
Overall quality of new services provided by SC-40. New services surveyed include corporate systems applications (Worksheet Exchange, Intranet 1.0, and Execution Work Management 1.1) and other new services such as printing upgrades, standard suite of software upgrades, and loaner pool upgrades.	3.8 (76 percent; 77 percent in fiscal year 2001)

1. Based on your review of the Current Services listed above, how would you rate your satisfaction with the overall quality of these services?
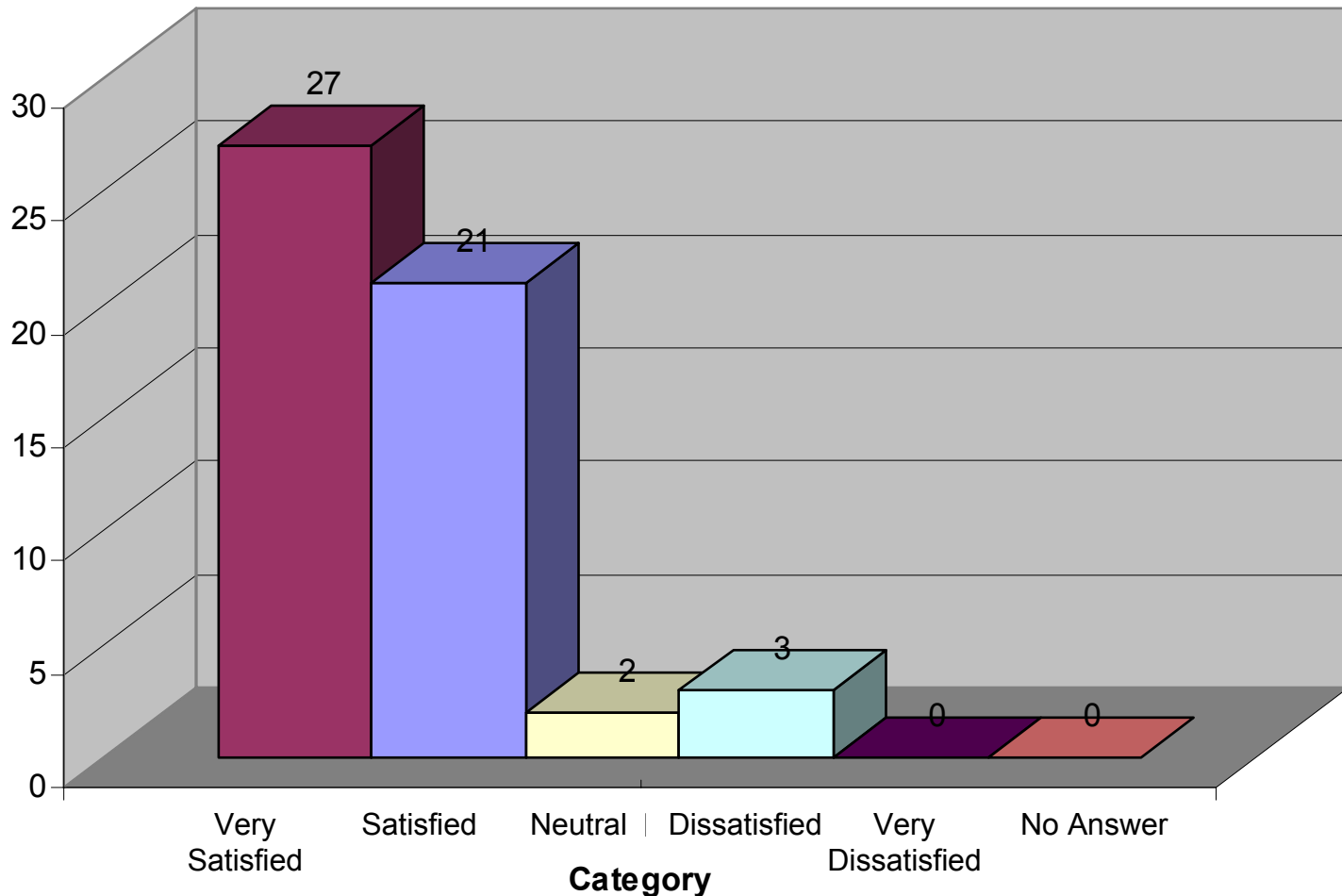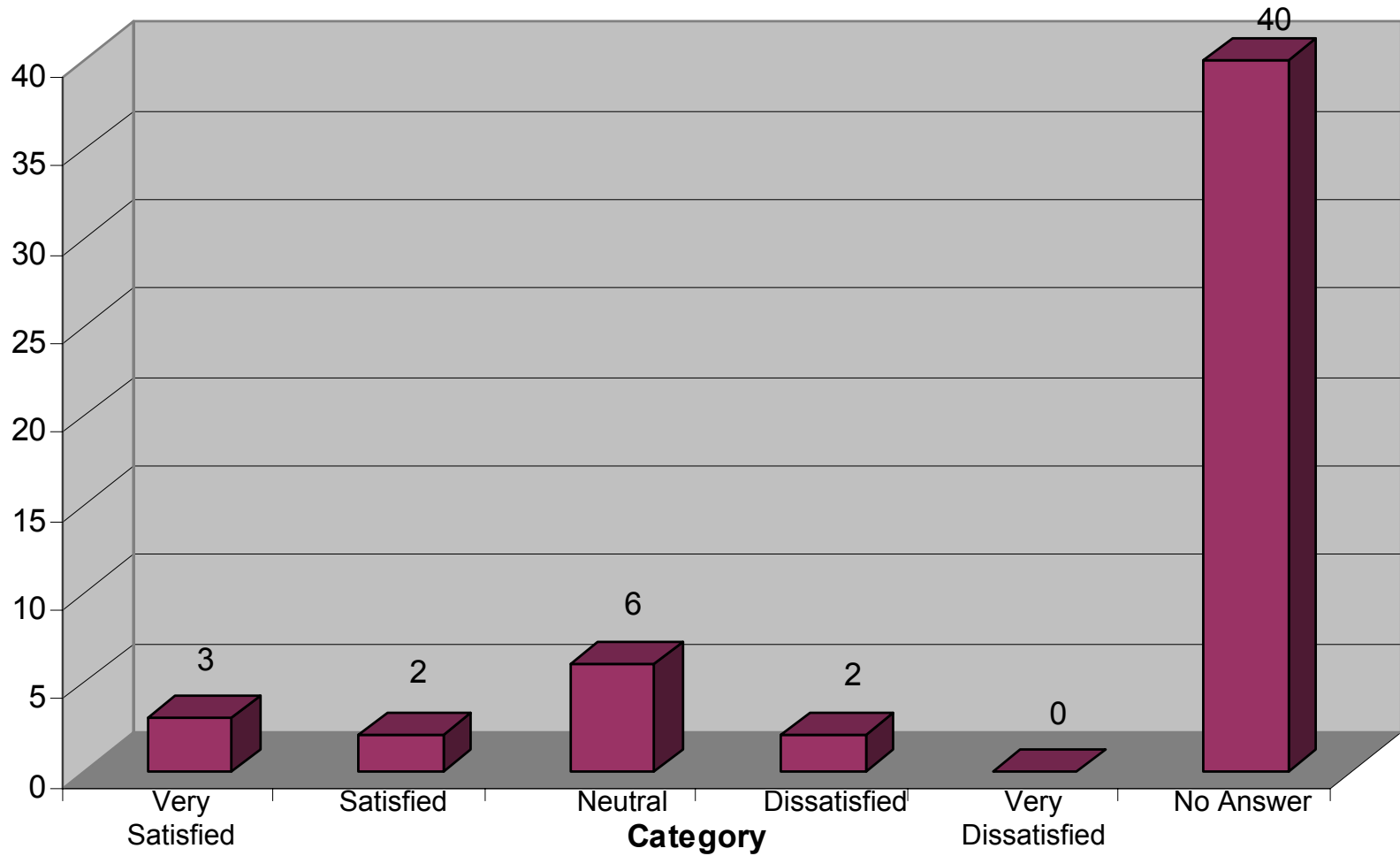
3. If you use Worksheet Exchange, how would you rate your satisfaction with the overall quality of this corporate application?
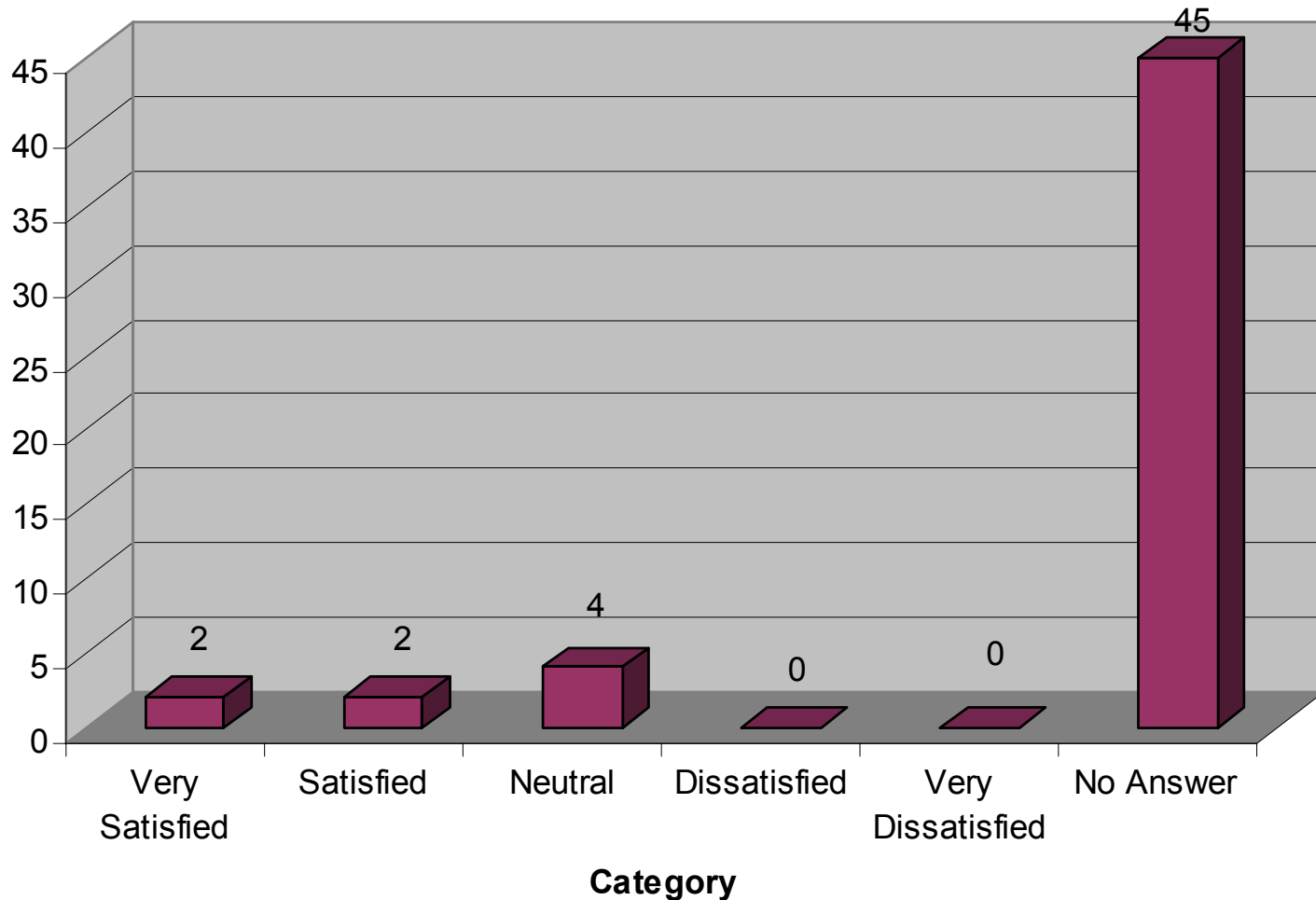
4. If you use Intranet 1.0, how would you rate your satisfaction with the overall quality of this corporate application?
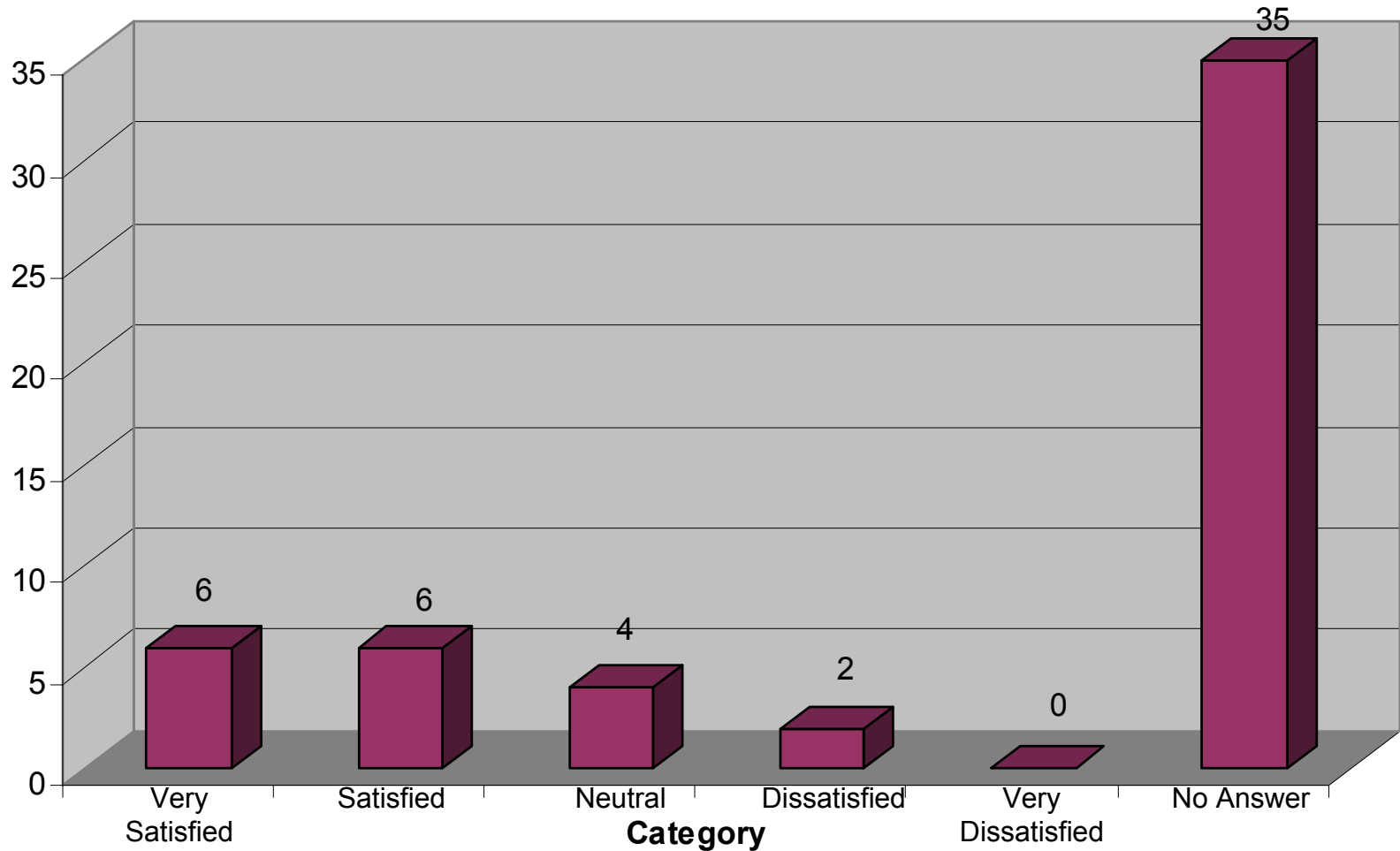
5. If you use Execution Work Management 1.1, how would you rate your satisfaction with the overall quality of this corporate application?

7. If you utilized any of the Other New Services listed above (Printing, Standard Suite of Software, Loaner Pool), how would you rate your satisfaction with the overall quality of these services?
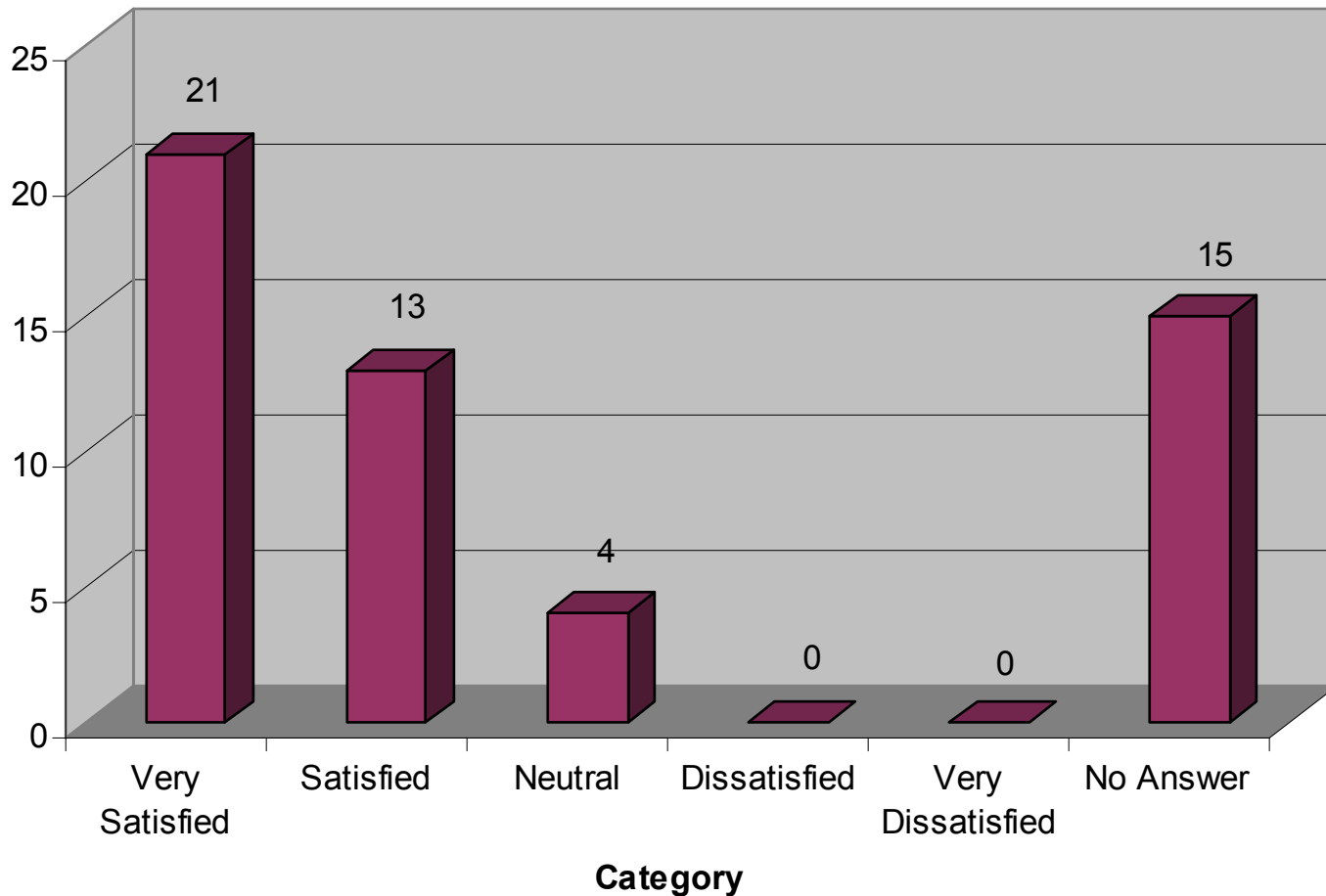
9. In general, how satisfied are you with the responsiveness of the SC HQ Office of Information Technology Management in fulfilling your requests, responding to your questions, and fixing IT related problems?

Category